



AuthentiCare[®] Alabama

Worker Quick Reference Guide

Version: 1.3
October 5, 2020

First Data
is now **fiserv.**

Worker AuthentiCare ID _____

The AuthentiCare Worker Quick Reference Guide is to provide the user a way to access focused and concise information needed to perform key functions while using the AuthentiCare product. Throughout this document, you will be asked to enter a Worker ID. This is the AuthentiCare Worker ID assigned to you. If you do not know your AuthentiCare Worker ID, please contact your Provider for assistance.

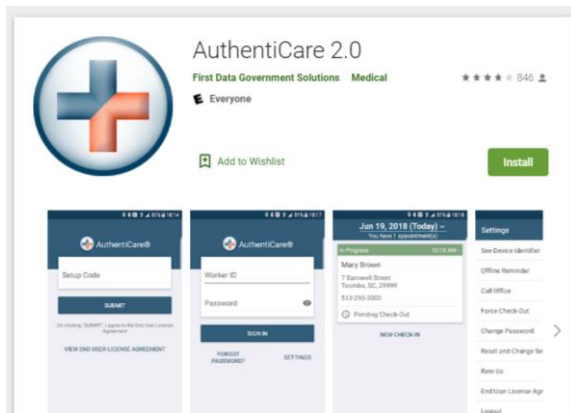
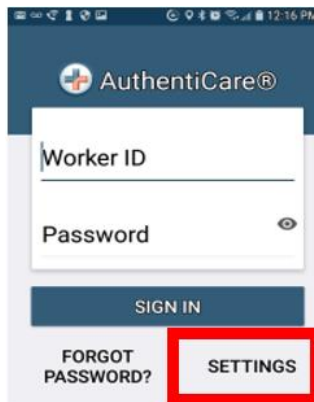
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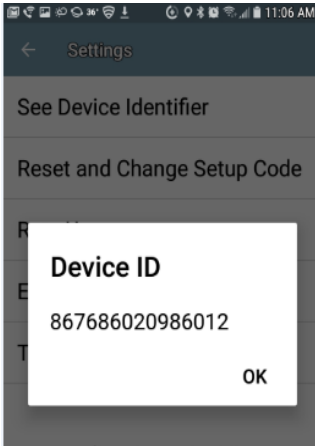
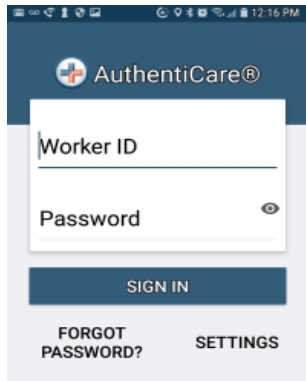
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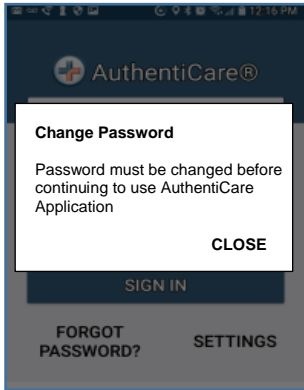
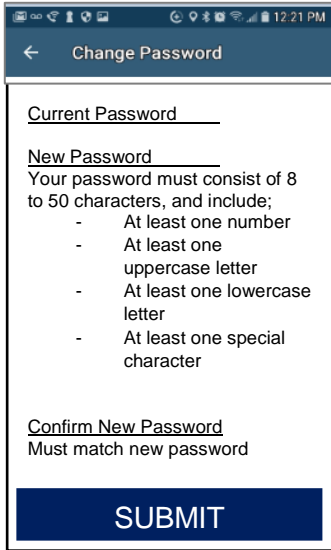
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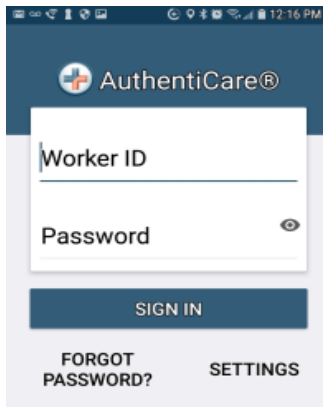
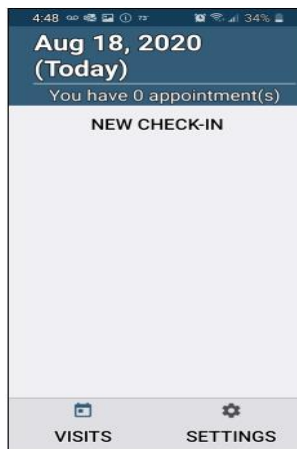
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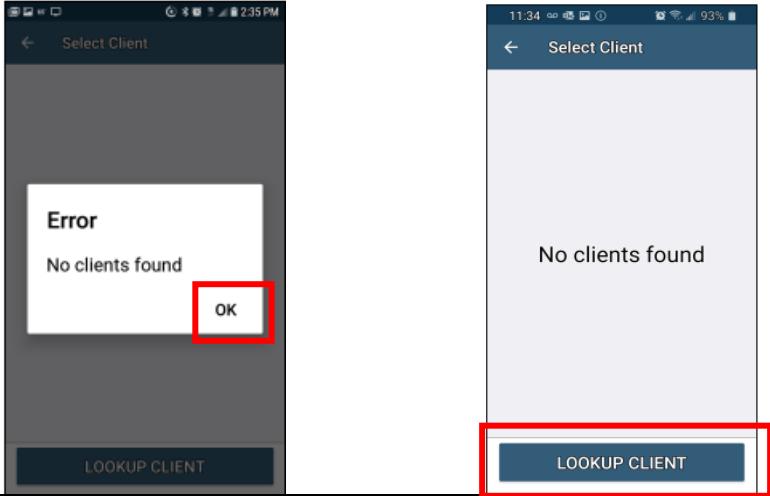
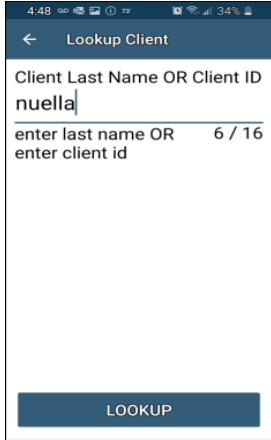
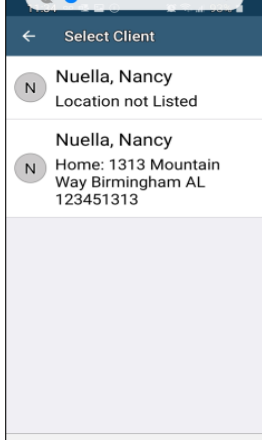
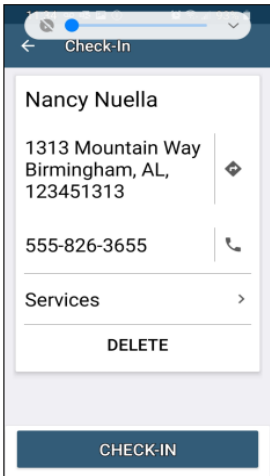
1. AuthentiCare 2.0 Mobile Application

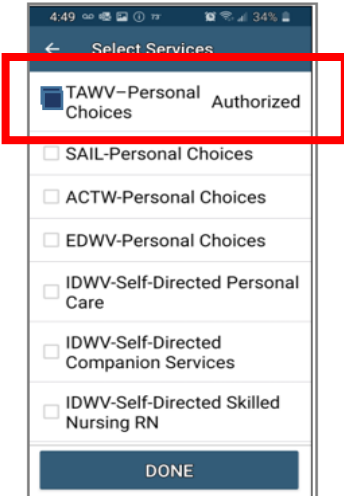
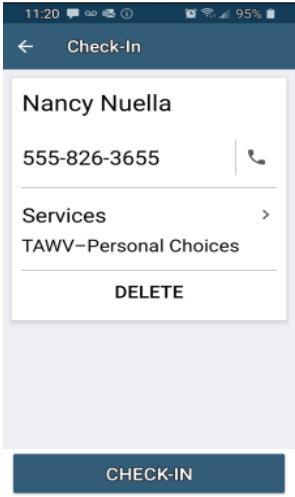
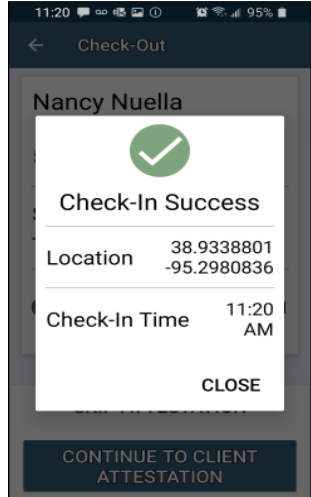
Install Instructions	
Step 1	<p>Locate the AuthentiCare 2.0 App on Google Play or the Apple store and install on your mobile phone.</p> 
Step 2	<p>Open the app and you will see Setup Code. Enter Setup Code ALABAMAPRD and select SUBMIT.</p> 
Step 3	<p>The next screen allows you to enter the Worker ID and Password. Just beneath the SIGN IN button, select SETTINGS.</p> 

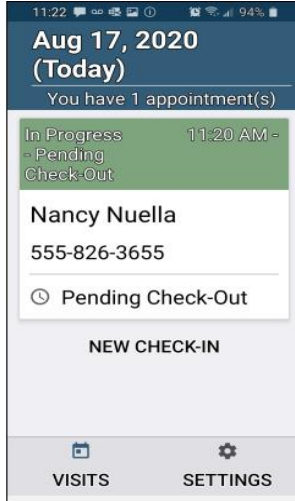
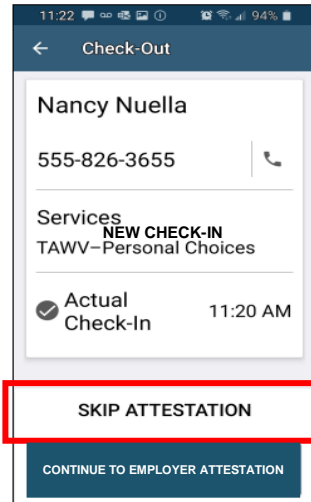
Step 4	<p>Select “See Device Identifier” and copy down the Device ID provided.</p> 
Step 5	<p>Notify the provider or your counselor/case manager and provide the following information:</p> <ul style="list-style-type: none"> • Worker ID (The provider can verify if this is the Worker ID on your Worker Entity Settings page in Authenticare.) • Device ID (see Step 4) • Mobile phone number where Authenticare App is installed • The email address you receive on the mobile device where the Authenticare App is installed (The provider needs to add this to your Worker Entity Settings page.) • Office phone number (Can be the same as the mobile phone number but the office number needs to be included in the Mobile section of your Worker Entity Settings page.) • Alternative contact number <p>A temporary password will be provided to you once your profile has been updated in Authenticare.</p>
Step 6	<p>Once Authenticare has been updated, enter the Worker ID and temporary Password.</p> 

<p>Step 7</p>	<p>A pop-up will appear notifying you that you must change your password to continue. Select CLOSE.</p> 
<p>Step 8</p>	<p>Follow the screen to create your new password.</p> <ul style="list-style-type: none"> • Enter current password • Enter new password according to password requirements (Make it 9 to 50 characters as that will soon be the requirement.) • Confirm new password • Select SUBMIT  <p>You will receive a pop-up notification if the password change was successful. Sign in again with your Worker ID and the password you just set. This “signs you in” to your session for the day.</p>

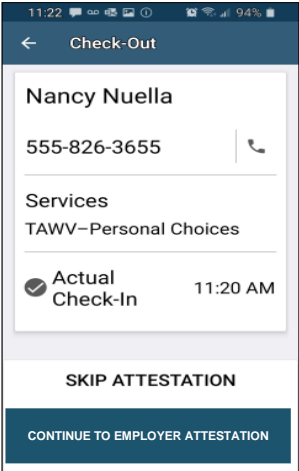
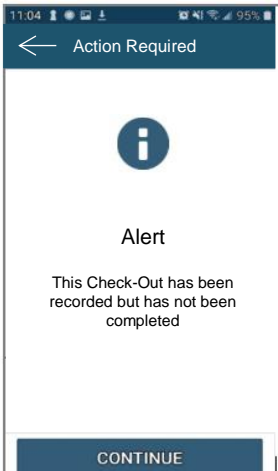
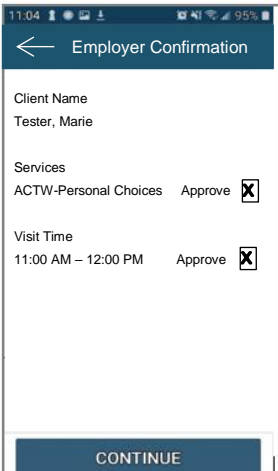
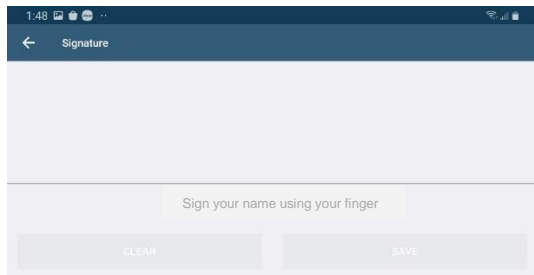
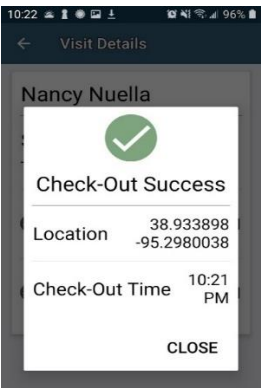
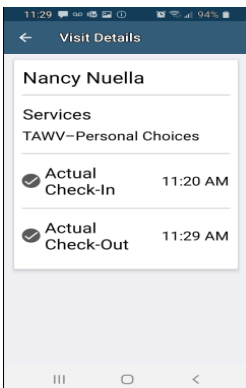
Mobile Check In	
Step 1	<p>Once you arrive at the client location, open the AuthentiCare Mobile App. Enter your Worker ID and Password and select SIGN IN. "Signing in" should not happen until you arrive at the client's location to provide services.</p>  <p>The screenshot shows the AuthentiCare Mobile App sign-in screen. It features a blue header with the AuthentiCare logo. Below the header are two input fields: 'Worker ID' and 'Password'. A blue 'SIGN IN' button is positioned below the password field. At the bottom, there are two links: 'FORGOT PASSWORD?' and 'SETTINGS'.</p>
Step 2	<p>Tap the New Check-In option.</p>  <p>The screenshot shows the 'NEW CHECK-IN' screen in the AuthentiCare Mobile App. At the top, it displays the date 'Aug 18, 2020 (Today)' and the text 'You have 0 appointment(s)'. Below this is a large, empty white box with the title 'NEW CHECK-IN' at the top. At the bottom, there is a navigation bar with two icons: a calendar icon labeled 'VISITS' and a gear icon labeled 'SETTINGS'.</p>
Step 3	<p>The Select Client screen displays with a list of any clients found near the current location of the mobile device.</p> <ol style="list-style-type: none"> 1. If the client's name is on the list, tap the client's name or the icon to the left of the client's name. 2. Tapping a client name leads to the display of the Visits screen. 3. If the client's name is not listed on the screen, the screen will display "Error No clients found." 4. Tap OK. 5. Tap LOOKUP CLIENT found at the bottom of the screen to process the Check-In.

	
Step 4	<p>The Lookup Client screen will display. The worker will:</p> <ol style="list-style-type: none"> 1. Input the Client's ID Number <u>OR</u> Last Name. 2. Tap LOOKUP. 3. Select the client name from the list available. <div style="display: flex; justify-content: space-around;">   </div>
Step 5	<p>Select the > to the right of the word Services on the Check-In page.</p> 

<p>Step 6</p>	<p>Select the Service the client is AUTHORIZED to receive and tap DONE.</p> 
<p>Step 7</p>	<p>Select CHECK-IN when the “client card” displays the service. Once checked in, the Check-In Success pop-up displays, complete with the GPS coordinates at the time of Check-In and the Check-In time. Select CLOSE to remove the pop-up. Authenticare 2.0 mobile app is now ready for service to be delivered. The screen for Check-Out displays.</p> <div style="display: flex; justify-content: space-around;">   </div> <p>NOTE: Once you receive notice the Check In was successful, STOP. No additional steps are required until you have completed providing services to your client. Employer attestation only occurs AFTER services are rendered and the worker is checking out.</p>

Mobile Check Out WITHOUT Employer Attestation (Employer is not available)	
Step 1	<p>After service delivery and re-entering the Worker ID and Password on the AuthentiCare App, a list of service visits ready for check out displays. Tap the client's service visit that has been completed and is pending a Check-Out.</p> 
Step 2	<p>The Check-Out screen appears with the client information, service information and check in time displayed. At the bottom of the screen you have the option to Skip Attestation or Continue to Client Attestation. If the employer isn't available, select SKIP ATTESTATION.</p> 

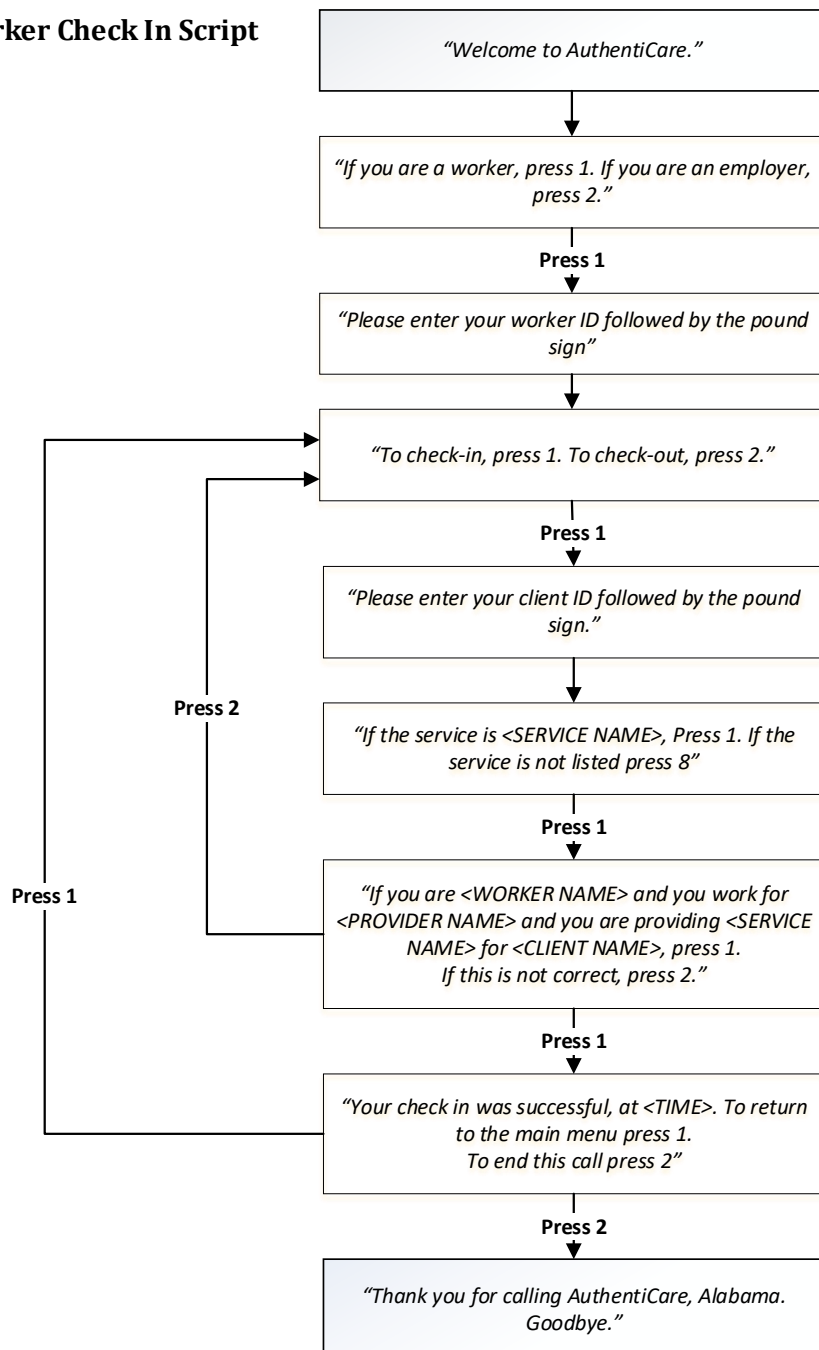
<p>Step 3</p>	<p>Once SKIP ATTESTATION is chosen, the successful Check-Out screen displays. Once you tap CLOSE, the Visit Details screen displays.</p> <div data-bbox="480 312 766 764" data-label="Image"> </div> <div data-bbox="990 308 1282 762" data-label="Image"> </div>
<p>Mobile Check Out WITH Employer Attestation (Employer is present during Check Out)</p>	
<p>Step 1</p>	<p>After service delivery and re-entering the Worker ID and Password on the AuthentiCare App, a list of service visits ready for check out displays. Tap the client's service visit that has been completed and is pending a Check-Out.</p> <div data-bbox="727 963 1008 1396" data-label="Image"> </div>
<p>Step 2</p>	<p>The Check-Out screen appears with the client information, service information and check in time displayed. At the bottom of the screen you have the option to Skip Attestation or Continue to Client Attestation. Since these services require Attestation, select CONTINUE TO EMPLOYER ATTESTATION.</p>

	
<p>Step 3</p>	<p>The mobile device screen states “Action Required. This Check-Out has been recorded but has not been completed.”</p> <p>Hand the phone to the Employer to complete the Attestation process and ask them to press “Continue” at the bottom of the screen. They will need to approve the service and visit time.</p> <div style="display: flex; justify-content: space-around;">   </div>
<p>Step 4</p>	<p>Once the client/employer signs using e-signature and selects SAVE, the client/employer will return the mobile device to the worker. A pop-up should display stating the attestation has been recorded. Select CLOSE and the Check-Out Success pop-up completes the process. The Check-Out Success pop-up includes the GPS Coordinates at the time of Check-Out and the Check-Out time. Select CLOSE to display Visit Details for that client's service visit.</p> <div style="display: flex; justify-content: space-around;">    </div>

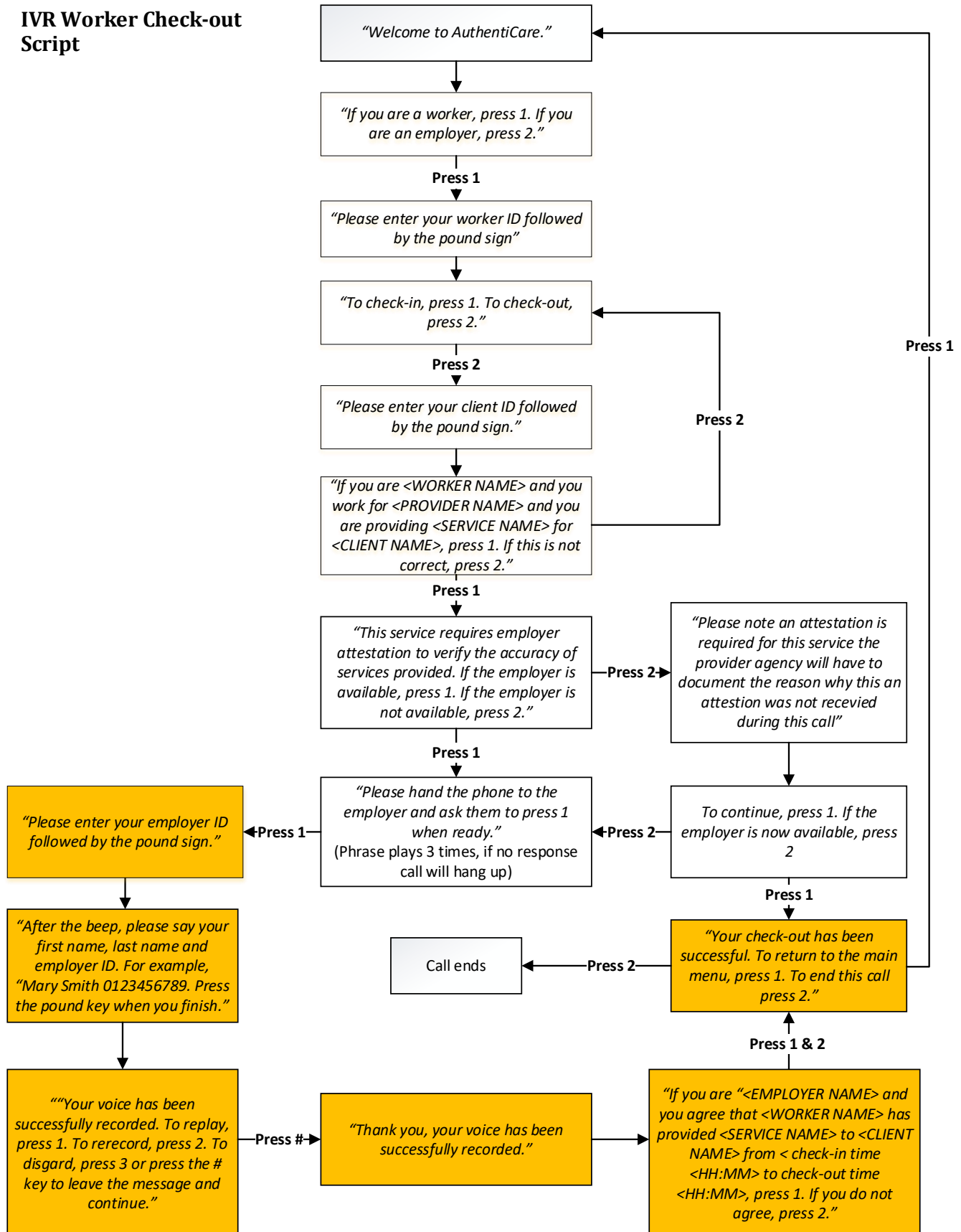
2. AuthentiCare Interactive Voice Response (IVR)

Using the client's mobile or landline touch-tone phone, call the AuthentiCare IVR at 1-800-422-3886. Then follow the prompts to complete the check-in/check-out process. **NOTE:** Be sure to have the Worker ID and Client ID available before calling the IVR. Boxes in **ORANGE** are completed by the employer.

IVR Worker Check In Script



IVR Worker Check-out Script



3. Common Issues

1. When the AuthentiCare Mobile Application is used, what if there is no cell phone coverage available or Internet access available?

Answer:

The worker should login to AuthentiCare Mobile Application in a location with Internet connectivity. Then travel to the client location. Once you complete initial login, you can process Check-Ins and Check-Outs in places where there is no Internet connectivity available. The mobile application stores the visit information, then forwards it to AuthentiCare when the mobile device returns to an area of Internet connectivity.

2. What if a Mobile Application or an IVR method is not available for Check-In/Check-Out?

Answer:

The worker will call the provider with the following information:

- *Time of service start and service end*
- *Activities provided (if required)*

*The provider will enter the information on the AuthentiCare website.
The employer will then attest to the service.*

3. What if I forgot my password?

Answer:

Forgot Password can be found on the home page of the AuthentiCare Mobile Application.

NOTE: *You will need a valid email address connected to your Worker ID to access the passcode used to reset your password.*

4. Will there be a help desk available after the implementation date?

Answer:

Yes, First Data/Fiserv currently hosts an AuthentiCare Alabama help desk to assist you with technical support and answers to questions. Support will be available 24 hours a day, seven days a week

To contact the Help Desk for assistance, please contact 1-800-441-4667, Option 5 or via email at authenticare.support@firstdata.com.

For user support regarding questions for the State, contact Alabama Medicaid.

5. As a worker, when using the mobile application I sometimes get a duplicate check-in. How can I resolve this issue?

Answer:

We advise that after the worker Checks-In, prior to check-out, swipe the screen to perform a refresh. This should stop the creation of a duplicate check-in, since the screen refresh will then display the pending check-out.

6. As a worker, when I check-out my claims receive a Geofencing exception indicating I'm providing services in the wrong location. How do I resolve this issue?

Answer:

The following are options to troubleshoot and resolve the geofencing exception.

- *Check your Wifi or the mobile data connection to make sure you are on the Internet*
- *Restart the phone or the AuthentiCare mobile app*
- *If all else fails, try to uninstall and then re-install the mobile app*
- *For further assistance, please contact First Data Client Support services at 1-800-441-4667, Option 5, or email authenticare.support@firstdata.com for assistance.*

7. What happens if a worker forgets to check out on the IVR, then checks in for their next shift with the same client? Will the IVR think that is a check out of the first shift?

Answer:

When using the IVR, after the worker enters their Worker ID, they are asked if they are Checking in or Checking out. At that time the worker can choose to Check Out of the previous visit or Check In for the new visit. If a Worker does not Check Out, the Check in recorded is considered "orphaned" and the claim will need to be corrected on the web to add the appropriate Check out.

NOTE: *Most services are based on 15 minute per unit and any time less than 15 minutes is rolled up/down.*

- a.** *If a worker checks in between 1-7 minutes after checking out of a previous visit, the system will roll down to the check out time. (Example: Check in at 11:05am will roll down to a Check in time of 11:00am).*
- b.** *If a worker checks in between 8-15 minutes after checking out of a previous visit, the system will roll up. (Example: Check in at 11:09am will roll up to a Check in time of 11:15am).*

8. What happens if a worker checks in and out more than once during the same time period?

Answer:

Each subsequent claim will create a duplicate and receive a Duplicate Claim Critical Exception.

- *If the employer did not attest at the time of check out, this will prevent the employer from attesting the claim after service is completed*
- *The worker will need to tell the provider which check-in/check-out was correct.*
- *The provider can then go into the duplicate(s), inactivate and add a note before saving.*
- *Then the provider must go into the accurate claim, add a note and save the claim so it can process and remove the Duplicate Critical Exception.*

9. What happens when the worker uses the wrong service code?

Answer:

The worker will need to notify the provider for correction. The provider can adjust the claim by entering the correct service code.

It is important to remember when checking in, to select the service code the worker is "authorized" to provide.